

Maxiforce Earns ISO Certification

Miami, Fla. — Maxiforce, which specializes in making and distributing replacement parts for John Deere, Cummins and Perkins engines, recently achieved ISO certification (9001: 2008), a major milestone for the Florida-based company.

The new stature ensures the company has well-documented and certified procedures of operation that must be followed by all departments within the business — coupled with goals for improvement to continually increase quality and customer satisfaction, says Paul Kelly, vice president of sales and marketing for Maxiforce.

“This objective endorsement is an extremely exciting achievement for us, and it came from nearly one year’s effort,” Kelly says. “This validates our dedication to quality and customer satisfaction, on which we’ve always been focused.”

ISO 9000 guidelines provide a comprehensive model for quality management systems that ensure better customer service, and can make companies more competitive in this global economic climate.

A recent survey by Lloyd’s Register Quality Assurance indicated that ISO 9000 increased net profit for any company that achieved it. Another survey from *Providence Business News* says ISO 9000 creates a more efficient, effective operation; increases customer satisfaction and retention; improves employee motivation, awareness and morale; promotes international trade, and reduces waste and increases productivity.

Posted October 8, 2009

COMMENTS: 0

Post comment / Discuss story * Required Fields

Your name:

E-mail *:

Subject:

Comment *:

Please enter the characters that you see in the field below.

Verification: 



Get your
DEALER NI

...faster...
...when you want it
...how you want it..
...with your other n
...organized for you

with

